

DW 10-217

Hear are some questions from the residents of Tioga Drive and Clark street:

1. Why an increase of 127%, resulting in an increase of \$606.14 per year per resident (22 residents = \$13,335.08 per year) when Tioga River Water took a lost of \$986 for the year of 2009 at the Tioga Division? According to the NH PUC, December 2009, Tioga River Water: Tioga River has the 8th highest annual water rate.

2. Is there a coincidence between the \$13,335.08 per year increase and the \$133,000. (50 % of the forgiveness portion of the loan per DW09-117) loan? In ten years, the twenty year loan could be paid off?

3. What is the financial condition of the Tioga River Water Co.? According to Staff 1-6, the company has not tried to investigate alternative financing of the 9% loan to a better rate, but rather increase the rate of their customers?

4. Why a 127% increase all at once? An annual increase of 10% over the next 5-7 yrs. would have made the cost increase easier to budget for all of us and especially for those on fixed incomes.

5. Is the company asking extreme high percentage of increase (127%) to make it look like a 30-40% compromised increase will appease the Tioga residents?

6. According to the S-1 Revenue by Rates annual report of Tioga River Water Co., year ending 10/31/2009, the GVWD was billed at \$5.10 per thousand gallons of water used. Tioga residents were billed \$10.69 per gallons of water used. Why are the Tioga residents paying more per thousand gallons? Since the same report indicates GVWD purchased 2.572 million gallons of water and Tioga residents purchased 981 thousand gallons of water in 2009. Compare these numbers with Staff 1-42 of the DW10-217.

7. Why is the Quarterly Charge on the billing going from \$39.93 to approximately \$90?

8. What is the Quarterly Charge for? Is there a break down to explain the Quarterly charge?

9. What is the current service level agreement in place for each site?

10. The alarm system at the Tioga pump house has a horn and a light system for low water level, low pressure, high water level and high pressure. Are the residents of Tioga expected to respond to the alarm system? Couldn't the alarm system be comparable to the GVWD system with an automatic dialer to personnel?

Thank you for your time and efforts,

Sincerely

George Woodruff

Tioga Drive and Clark Street Residents

